

## **MADERA COUNTY**

### **DEPUTY DIRECTOR OF CHILD SUPPORT SERVICES**

#### **DEFINITION**

Under general direction; to assist with managing, supervising, and coordinating the functions and operations of the Department of Child Support Services; to participate in the establishment of policies and procedures; to review child support cases to ensure compliance with Federal and State laws and regulations; to develop and assist in implementing corrective action plans; to serve as the Director of Child Support Services in the Director's absence; and to do related work as required.

#### **SUPERVISION EXERCISED**

Exercises direct supervision over supervisory, professional, technical, and clerical staff.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Assists with managing, supervising, and coordinating the functions and operations of the Child Support Services Department; provides management and supervision of staff responsible for intake, establishment, enforcement, and collections operations; recommends and supervises the implementation of policies and procedures to assure compliance with Federal and State laws and regulations; reviews program performance; develops procedures for department manual and training guidelines; selects, directs, supervises, trains, and evaluates assigned personnel; reviews and evaluates the accuracy and completeness of selected family support cases; develops, recommends, and implements appropriate corrective action plans; identifies opportunities for improving service delivery methods and procedures and reviews with appropriate management staff; participates in the development and administration of the assigned budget(s) and in preparing budget requests and controlling expenditures; coordinates assigned services and activities with those of other divisions and outside agencies and organizations; serves as liaison with the State on quality control issues; coordinates establishment of data processing programs, management controls, and collection/distribution systems; evaluates the quality and efficiency of program operations; assists and advises subordinates on difficult cases; responds to complaints and inquiries; provides information to the public regarding child support; provides assistance to the Director; prepares and presents staff reports and other necessary correspondence; serves as the Director upon request or in the absence of the Director.

#### **OTHER JOB RELATED DUTIES**

Performs related duties and responsibilities as assigned.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Operational characteristics, services, and activities of a Child Support program.  
Collection procedures.  
Principles of supervision, training, and performance evaluation.  
Application of automated information systems.  
Modern office practices, methods, and computer equipment.  
Basic principles and techniques of management and program administration.  
Pertinent Federal, State, and local laws, codes, and regulations including those governing the identification of parents and parental responsibility for child support.  
Investigative and interviewing methods and techniques.  
Sources of information for locating parents.  
Principles and practices used in the development of information and evidence for prosecution of child support cases.

### **Skill to:**

Operate modern office equipment including computer equipment.

### **Ability to:**

Assist with managing, supervising, and coordinating functions of the Department.  
Supervise, train, and evaluate staff.  
Interpret, apply, and explain the policies, procedures, laws, and regulations pertaining to assigned programs and functions.  
Keep abreast of laws, regulations, and codes concerning child support and develop and implement operational changes as required.  
Develop quality control standards and corrective action plans.  
Oversee the preparation and presentation of operation and activities reports.  
Effectively represent assigned programs and operations of the Department with the public, community organizations, and other government agencies.  
Communicate clearly and concisely, both orally and in writing.  
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Four years of child support work experience including two years of supervisory and administrative experience comparable to a Child Support Specialist III with Madera County.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by college level course work in business management or a related field.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment.

**Effective Date:** January, 2005